
Chapter 4 — Using common CAP features

This chapter describes each of the commonly configured features on the CAP and explains how to use them. The feature keys in the key layout diagram in the previous chapter correspond to the features listed in this section. All of the features are listed in alphabetical order.

Note: If you are using a M2616 as your CAP and are logged into the CAP queue, placing the handset in the cradle or unintentionally pressing the switchhook will automatically log you out. In this situation, the lamp is not lit. The only situation that this will not occur in is if you have the HOML prompt set to “YES” in LD 23. If this prompt is set to “YES”, you must press the Make Set Busy key to log out.

Conference

This key allows the CAP to create conferences and to join parties together. The first party is put on hold while the second party is being added.

Adding a person to a call:

- You have answered a call from the ACD Queue.
- Press **Conference**
- Dial the number of the person to be added to the call.
OR
Press the appropriate Direct Station Select key.
- The incoming call is put on hold.
- You can consult with the person called when they answer.
- Press **Conference** to link the conference.
- You can repeat the process to add more people to the call.
OR
Press **Rls** to disconnect yourself from the call.
- To talk with two people back and forth, press **Hold**, placing your second caller on hold, and press the ACD queue key to connect with your first caller. To connect to the second caller, press **Hold** and then press **Conference**.

Direct Station Select (BFS)

Keys configured as Busy Forward Status (BFS) keys enable you to connect to an extension by a BFS key. The keys on the add-on module(s) work as Direct Station Select (DSS) keys.

Note: When you press a DSS key, it is important to remember that you need to press an extension (DN) key first.

Making a Direct Station Select call:

- Press the DN key.
- Press the DSS extension key.

Directory Number (DN)

This key is used for internal calling or when required by one of the feature keys. For example, you use the DN key to retrieve a parked call. If you have a PBX system, this feature can be used for outgoing public network calls.

Note: To make outgoing calls from the CAP you must use the DN key. You cannot use the ACD queue to make outgoing calls, since it is only able to receive calls.

Making an internal call:

- Lift the Handset.
- Press the **DN** key.
- Dial the extension of the person that you want to call or press the DSS key.

Display Queue (Disp Queue)

This key shows the number of calls in the queue, the number of staffed CAPs, and the waiting time of the oldest call in the queue. With this feature, the telephone does not have to be idle for you to display information. If the CAP is an M2616, you must have an ACD display, as a regular business display will not support this feature.

Note: To use this feature, the CAP must be programmed to have Supervisor (SPV) class of service. This is done in LD 11.

Displaying CAP information:

- Press the **Disp Queue** key.

Removing the information from the display:

- Press the **Disp Queue** key again.

Make Busy

This key allows the CAP to indicate that it is not staffed or cannot receive calls. When the CAP is in the Make Busy state, calls are directed to the programmed night call forward number for the CAP queue.

Making the CAP appear busy:

- Press **Make Busy**.
OR
For an M2616 CAP, place the handset in the cradle or press the hookswitch.
- The indicator comes on.

Canceling the Make Busy feature:

- Press **Make Busy** again.
- The indicator goes off.

No Hold Conference (N.H. Conf)

This key allows you to add people to a conversation. The original party is **not** put on hold as others are added.

Adding a person to a call:

You have answered a call from the ACD Queue.

- Press **N. H. Conf**
- Dial the number of the person to be added to the call.
OR
Press the appropriate Direct Station Select key.
- The incoming call is not put on hold. You do not hear the phone ringing and you can still talk to the caller.
- The called person answers and is automatically connected to the conversation.
- You can repeat the process to add more people to the call.
OR
Press the **Rls** key to disconnect yourself from the call.

Note: The maximum number of people that you can add to a conversation is four. This means that the total number of people in a conference, including the originator of the conference, cannot exceed six.

Override

This key allows the CAP to “break in” to an established call. The priority level of the telephone involved in the call and the level of the CAP determine whether override is permitted.

Overriding a busy signal and connecting to a call:

- You have dialed an internal call and received a busy signal.
- Press **Override**.
- You are now joined to the call in progress.

Park

Since you cannot hold multiple calls on the ACD Queue, a call can be parked in order to receive other calls. The parked call can be retrieved by the CAP or another telephone that has access to Call Park.

Note: To retrieve calls before the call timer expires, note the extension that the calls are parked on.

Parking a call on the System Park extension:

- You are on a call.
- Press **Park** twice.
- Press **RI**s.

Parking a call on an extension other than the System Park extension:

- You are on a call.
- Press **Park**.
- Dial the extension number on which you want to park the call.
- Press **Park** again.
- Press **RI**s.

Retrieving a parked call:

- Press the **DN** key.
- Dial the extension on which the call is parked if the call is parked on an extension other than the system call park number.

Note: Any telephone with access to Call Park can retrieve a call that is parked.

Privacy Release (Priv Rls)

This key allows someone to join or pick up a call that is on a private line. This “added party” must have a telephone which shows the private line.

Removing privacy from a line:

- You are on a call on a private line.
- Press **Priv Rls**.
- Any telephone that has access to this line can now join the conversation.
- To disconnect yourself from the call once someone else has joined the conversation, press the **Rls** key.

Program

This key allows you to change various display features. Data parameters such as transmission speed, parity, and terminal mode can also be changed if the CAP is equipped with an optional data adapter.

- Press **Program**.
- Use the volume control bar to scroll through the programmable features, and press the number associated with the feature you wish to program.
- Use the volume bar to adjust the feature you select.

The display features that can be programmed using this key are:

- Volume adjustment
- Predial recall
- Contrast adjustment
- Call timer enable
- Idle screen format
- Language selection
- Display diagnostics
- Key click

Transfer

This key is used to transfer a call to an extension without having to wait for the desired party to answer.

Transferring a call without consultation:

- You have answered a call from the ACD Queue.
- Press **Transfer**.
- Dial the desired number.
OR
Press the appropriate Direct Station Select key.
- Press **Transfer** while you still hear the phone ringing. You are no longer connected to the call.
- If the call is not answered or forwarded by the call forward feature, it rings back to the CAP telephone (programmable in LD 15).

Transferring a call with consultation:

- You have answered a call from the ACD Queue.
- Press **Transfer**.
- Dial the desired number.
OR
Press the appropriate Direct Station Select key.
- Wait until the call is answered.
- The original call is put on hold.
- Speak to the person called.
- To return to the original caller without extending the call, press the ACD Queue extension key.
- To disconnect yourself from the call and connect the calling and called parties, press **Transfer** again.